



*Division of Long Term Care Systems*

P.O. Box 367, Trenton, NJ 08625-0367

[www.state.nj.us/health/ltc](http://www.state.nj.us/health/ltc)

# **Assisted Living Best Practices Program**

## ***Inservice Training Programs***



*Dear Health Care Colleague:*

The New Jersey Department of Health and Senior Services supports quality improvement initiatives in assisted living. The Department endorses the sharing of best practices by providers. A best practice involves the care of individuals residing in an assisted living environment that has an innovative approach, improves upon existing practice and positively impacts quality of life, independence, health or social function. The practice must have a high degree of success in the targeted population and the possibility of replication in other assisted living environments.

*The goals of the Best Practices Program are to recognize assisted living providers who have implemented practices that have contributed significantly to the quality of life of individuals served, and to offer other providers the opportunity to learn from and replicate these model practices.*

### **Application Deadline**

**June 30, 2004**

**access the Call for Proposals form at**

**[www.hcanj.org](http://www.hcanj.org)**

**[www.njanpha.org](http://www.njanpha.org)**

**[www.njha.com](http://www.njha.com)**

**[www.state.nj.us/health](http://www.state.nj.us/health)**

## Topic

### Inservice Training Programs

Strategies, policies, processes that result in timely, appropriate, effective inservice training programs.

### Submission Instructions

- Submissions must be on behalf of a single residence or program, not from an entire chain.
- Applicants must be in substantial compliance with all assisted living regulations at the time of submission and at the time the award is made.
- All submissions must be prepared using Microsoft Word 95 (or a higher version of Word).
- The Best Practices Cover Sheet must be completed, signed and submitted with the entry or faxed separately to DHSS at 609-633-9060.
- If possible, entries should be submitted electronically either by e-mail to Pamela Z. Gendlek at [pamela.gendlek@doh.state.nj.us](mailto:pamela.gendlek@doh.state.nj.us) or on diskette to Ms. Gendlek, Best Practices Program Coordinator, NJ Department of Health and Senior Services, P.O. Box 367, Trenton, NJ 08625-0367. If electronic submission is not possible, entries should be faxed to 609-633-9060 or sent via mail to the Best Practices Coordinator.
- Entries should be summarized on the application form provided.
- **Optional**  
If you have additional information or supporting material (manual, video, etc.) please provide either an electronic version or a hard copy (10 sets required).

**Entries should NOT include information that identifies the provider its residents or staff.**

## Submission Criteria

The screening panel will use the following criteria to judge all entries in a particular category. The entry must:

- ✓ *Be creative and innovative beyond known or expected standards*
- ✓ *Have a positive impact on the residents/individuals served*
- ✓ *Have an appropriate evaluation process and measurable or known outcomes*
- ✓ *Be sustainable*
- ✓ *Be replicable*

## Submission Review

Upon receipt of a submission, the packet will be forwarded to a screening panel for review. It will be reviewed using the criteria listed above. As submissions warrant, the screening panel will use consultants from DHSS. Up to three best practice “awards” will be given for this topic, and the decisions of the screening panel are final.

*Submissions recognized as a best practice will be acknowledged by a plaque accompanied by a letter from the Commissioner of Health and Senior Services. The awardee will present the best practice at a state-wide conference. The practice will also be placed on the DHSS web site.*

## Screening Panel Members

- New Jersey Association of Non-Profit Homes for the Aging
- Health Care Association of New Jersey
- New Jersey Hospital Association
- Office of the Ombudsman
- DHSS – Division of Long Term Care Systems
- Administrator
- Nursing Professional
- Other Professionals as Warranted by the Topic

**New Jersey Department of Health and Senior Services  
Division of Long Term Care Systems Development & Quality  
Assisted Living Best Practices Program**

**Best Practice Submission Cover Sheet**

Name: \_\_\_\_\_

Facility/Program Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Contact e-mail address: \_\_\_\_\_

Title of Best Practice: \_\_\_\_\_

*Consent:*

*By submitting your practice to the DHSS Assisted Living Quality Initiative – Best Practices Program, you are giving permission to DHSS to publish your practice on the DHSS web site and duplicate as needed. By your signature below, you are asserting that you are the author of the entry and you have not transferred any copyright in the summary to any person or entity. You further acknowledge that your entry into the DHSS Assisted Living Quality Initiative – Best Practices Program does not constitute or imply any endorsement, recommendation or favoring by the State of New Jersey, the Department of Health and Senior Services, or any of their employees or contractors. Acknowledgement of a best practice does not, in any way, limit the survey and enforcement activities of the Department of Health and Senior Services.*

*IF YOU AGREE WITH THESE TERMS, PLEASE SIGN AND DATE BELOW:*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

***DHSS Use Only:*** \_\_\_\_\_

# APPLICATION FOR SUBMISSION

**Please use the following pages to respond to the questions or provide the information requested concerning your best practice (attach additional pages if necessary)**

## **Introduction: (10 points)**

- 1. Provide some descriptive background about the inservice program in your assisted living community such as how it is administered.*
- 2. Why it is important to your community? Your staff? Your residents?*
- 3. Who participates in the inservice program?*
- 4. What staff are trained?*

## **Best Practice Description/Goal (25 points)**

- 1. What topics are covered in your inservice program?*
- 2. Who is involved (e.g., residents, families, staff, volunteers) in your inservice training for unlicensed staff who provide direct care to your residents?*
- 3. Who was involved in the development of the curriculum (topics covered) for the program?*
- 4. Who provides the training?*
- 5. What is unique about your training program?*
- 6. How do you tackle “the boredom factor” when retraining staff on topics required by DHSS?*
- 7. Describe any other aspects of the program, not previously discussed, such as length of time for each inservice, how each shift is inserviced, etc.*

## **Evaluation of the Best Practice (35 points)**

- 1. Who determines if the training program is successful on both an individual student basis and overall?*
- 2. How does that person/persons make that determination? Are proficiency tests given?*
- 3. Describe the supervision and oversight of the staff person while performing this new skill or knowledge.*
- 4. How often is the curriculum reviewed (both individually and overall)?*
- 5. Do you have an example of something that was stopped, started or changed in the overall curriculum or particular inservice due to a review or staff feedback?*
- 6. Do you determine if staff is retaining the information taught over time (e.g. 6 months later) and if so, how?*
- 7. Can you give a specific example of how any aspect of your inservice program for unlicensed staff has benefitted your residents?*

## **Sustainability (15 points)**

- 1. How long has your inservice training program for unlicensed staff been in effect?*
- 2. Who ensures that the inservices take place?*
- 3. How is that tracked for each individual staff person?*

## **Replication (15 points)**

- 1. What suggestions would you make to others wishing to implement a similar training program?*
- 2. What barriers do you encounter in implementing your inservice program for unlicensed staff?*
- 3. How do you overcome them? Other advice?*